

Faisal Misle

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ABOUT

I'm a passionate, quick learning person with a strong passion for IT, security, and systems administration. Armed with my Office 365 MCSA, I currently help companies get the most out of their Office 365 deployments and investment. I enjoy helping people and making them happy; living by the phrase "Be Helpful" which has led to my passion for social customer care.

EXPERIENCE

Support Technician II - Cloud Office

Rackspace

San Antonio, TX

Jun 2017 - Present

- Moved to the Office 365 team and worked with customers to setup, deploy and configure their 365 environments and provided on-going support, diagnosis, and troubleshooting of the 365 platform as well as create training resources for Rackers to stay up to date with the latest Microsoft releases
- Maintain a constant communication with Microsoft engineers regarding issues that arise with our customers

Support Technician - Cloud Office

Rackspace

San Antonio, TX

Oct 2016 - Jun 2017

- I followed up on core issues for our Hosted Email platform via tickets, chats and phone calls with our customers and take ownership of escalations to liaise with operations teams.
- Helped run an initiative to improve our public-facing knowledge base and self-service help tool which decreased support contacts by 19% by revamping our customer facing documentation to make it easier to follow and understand

Technical Coordinator (Co-op)

Harvard Medical School

Boston, MA

Sep 2015 - Dec 2015

I worked collaboratively with researchers at HMS to identify, design, and deliver a wide range of technological solutions at the ever-changing forefront of biomedical research. Working closely with HMS Core Facilities, local IT Support, the HMS IT Client Services and Research Computing teams to provide valued, sustainable and well-supported services to meet research needs. Projects included deploying FTP servers and developing a supplemental data hosting service as well as assisting with a 80TB migration of file servers with different architectures

Social Support Specialist (Co-op)

Rackspace

San Antonio, TX

Jan 2015 - Apr 2015

As a member of the Social Support team, I helped oversee all Rackspace social channels (Twitter, Facebook, Reddit) which we use to listen to our customers' needs, wants and concerns and act on them relaying them to the proper team for action and resolution as well as acting as advocates for our customers with internal teams.

Assistant IT Administrator

INGESA

May 2014 - Aug 2014

May 2013 - Aug 2013

Performed IT administration duties on various company systems. Migrated current website to a new hosting platform as well as setup the retail stores' IT environment. Also planned and coordinated a migration of company email to a third-party Hosted Exchange environment

Product Evangelist**AYTM**

Nov 2011 - Aug 2012

Answered tickets and live chats in a timely manner and ensured our customers were happy with our platform. Worked with the Chief Product Evangelist to optimize help desk efficiency, setup ticket workflows and automations and updated help documentation

EDUCATION**Wentworth Institute of Technology****Computer Information Systems**

2012 - 2016

Minor in Computer Networking

Dean's List: Fall 2013, Spring 2014

AWARDS**Communications Volunteer of the Year****American Red Cross of Massachusetts**

Jun 2015

PROJECTS**Cloud Office Email Help Tool**

Rackspace

Keypad

Helped with launch management infrastructure using Akamai's CDN network to deliver the app

SKILLS

Native Spanish Speaker (Read/Write)

Proficient with Linux-based server administration

Setting up and configuring DNS, FTP, SSL, Apache, MySQL

MCSA: Office 365

Google Apps Certified Administrator

Experience managing CRM + help desk tools

Managing a social media command center

Experience with Active Directory

CONTACT

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